



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 8, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Miller Telephone Company
Study Area Code 421920**

Dear Ms. Dortch:

On behalf of Miller Telephone Company “Miller”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.¹ Miller seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 DMR Control No. 3040-088/DMR Control No. 3040-018 Rev 1013
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<010> Study Area Code	421920
<015> Study Area Name	MILLER TEL CO - MO
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Stephanie Hill
<035> Contact Telephone Number: Number of the person identified in data line <030>	417-452-3201
<039> Contact Email Address: Email of the person identified in data line <030>	srhill@millertel.net

ANNUAL REPORTING FOR ALL CARRIERS		2013 Completion Required	2014 Completion Required
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="text"/> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<input type="text"/> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	<input type="text"/>		
<420> Mobile	<input type="text"/>		
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed	<input type="text"/>		
<450> Mobile	<input type="text"/>		
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 421920mo510	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 421920mo610	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> <input type="text"/>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to <u>Price Cap Additional Documentation Worksheet</u> Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	
<2000>	(check to indicate certification)
<2005>	(complete attached worksheet)
Rate of Return Carriers, Proceed to <u>ROR Additional Documentation Worksheet</u>	
<3000>	(check to indicate certification)
<3005>	(complete attached worksheet)

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
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<010>	Study Area Code	421920
<015>	Study Area Name	MILLER TEL CO - MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Hill
<035>	Contact Telephone Number - Number of person identified in data line <030>	417-452-3201
<039>	Contact Email Address - Email Address of person identified in data line <030>	srhill@millertel.net
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	<input checked="" type="radio"/> (yes / no) <input type="radio"/> (yes / no)
<111>		

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

[illegible]

1700 Pro: Efficient, Affordable, Easy to Use	Region: NA
Pro: Collecting Data	Country: United States
	City: Dallas

<010>	Study Area Code	421920
<015>	Study Area Name	MILLER TEL CO - MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Hill
<035>	Contact Telephone Number - Number of person identified in data line <030>	417-452-3201
<039>	Contact Email Address - Email Address of person identified in data line <030>	shill@millertel.net

1/1/2013

	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
<701>		
<702>		

[illegible]

[illegible]

Page 6

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes/No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.33(a)(9) includes:

Name of Attached Document (.pdf)

	Select (Yes, No, NA)
<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	
<922> Feasibility and sustainability planning;	
<923> Marketing services in a culturally sensitive manner;	
<924> Compliance with Rights of way processes	
<925> Compliance with Land Use permitting requirements	
<926> Compliance with Facilities Siting rules	
<927> Compliance with Environmental Review processes	
<928> Compliance with Cultural Preservation review processes	
<929> Compliance with Tribal Business and Licensing requirements	

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(#200) Form and Condition for Lifeline Customers
 Lifeline
 Data Collection Form
 Form ID: 101
 07/15/2013
 07/15/2013
 07/15/2013

<010> Study Area Code 421920
 <015> Study Area Name MILLER TEL CO - MO
 <020> Program Year 2014
 <030> Contact Name - Person USAC should contact regarding this data Stephanie Hill
 <035> Contact Telephone Number - Number of person identified in data line <030> 417-452-3201
 <039> Contact Email Address - Email Address of person identified in data line <030> srhill@miller.tel.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 421920mo1210
 Name of attached document (.pdf)

<1220> Link to Public Website HTTP

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

☐ **Incremental Connect America Phase I Reporting**
☐ **Connect America Phase II Reporting**
☐ **Price Cap Carrier Reporting**

Study Area Code: 421920
 Study Area Name: MILLER TEL CO - MO
 Program Year: 2014
 Contact Name - Person USAC should contact regarding this data: Stephanie Hill
 Contact Telephone Number - Number of person identified in data line <030>: 417-452-3201
 Contact Email Address - Email Address of person identified in data line <030>: shill@millertel.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(iii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	<input type="checkbox"/>

Name of Attached Document Listing Required Information

<010>	Study Area Code	421920
<015>	Study Area Name	MILLER TEL CO - MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Hill
<035>	Contact Telephone Number - Number of person identified in data line <030>	417-452-3201
<038>	Contact Email Address - Email Address of person identified in data line <030>	s.hill@millertel.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.207(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

	Name of Attached Document Listing Required Information		(Yes/No)
(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		<input type="checkbox"/>	<input checked="" type="checkbox"/> (Yes/No)
(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii)) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> (Yes/No)
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3018) If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, Income Statement and Statement of Cash Flows	421920mo3019	<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3019) Management letter issued by the independent certified public accountant that performed the company's financial audit.		<input checked="" type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3020) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3025 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3021) Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3022) Underlying information subjected to an officer certification.		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3023) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)
(3024) Attach the worksheet listing required information		<input type="checkbox"/>	<input type="checkbox"/> (Yes/No)

Unemployment Reporting Carrier Data Collection Form		IFC Form 484 OMB Control No: 3060-0045/OMB Control No: 3060-0019 July 2013
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<010>	Study Area Code	421920
<015>	Study Area Name	MILLER TEL CO - MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Hill
<035>	Contact Telephone Number - Number of person identified in data line <030>	417-452-3201
<039>	Contact Email Address - Email Address of person identified in data line <030>	srhill@millerstel.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Reporting Carrier Data Collection Form	Form 441 DMV Control No. 30500005/DMV Form No. 1060-0019 July 2013
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<010>	Study Area Code	421920
<015>	Study Area Name	MILLER TEL CO - MO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Stephanie Hill
<035>	Contact Telephone Number - Number of person identified in data line <030>	417-452-3201
<039>	Contact Email Address - Email Address of person identified in data line <030>	srhill@millertel.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Darla Parker</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Darla Parker
Name of Reporting Carrier:	MILLER TEL CO - MO
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/10/2013
Printed name of Authorized Officer:	Stephanie Hill
Title or position of Authorized Officer:	General Manager
Telephone number of Authorized Officer:	417-452-3201
Study Area Code of Reporting Carrier:	421920 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	MILLER TEL CO - MO
Name of Authorized Agent or Employee of Agent:	John Staurulakis
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/10/2013
Printed name of Authorized Agent or Employee of Agent:	Darla Parker
Title or position of Authorized Agent or Employee of Agent:	Manager
Telephone number of Authorized Agent or Employee of Agent:	512/338-0473
Study Area Code of Reporting Carrier:	421920 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

Miller Telephone Company

Response to Line 510 - Service Quality Standards and Consumer Protection Rules

Compliance

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”³

Miller Telephone Company (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Missouri Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in section 4 CSR 240-32.050 of the Missouri Code of State Regulations, compliance with provisions for Quality of Service as identified in section 4 CSR 240-32.070 of the Missouri Code of State Regulations, compliance with Service Objectives as identified in section 4 CSR 240-32.080 of the Missouri Code of State Regulations, compliance with customer Inquiry

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

procedure as identified in 4 CSR 240-33.060 of the Missouri Code of State Regulations, compliance with Dispute standards as identified in 4 CSR 240-33.080 of the Missouri Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Miller Telephone Company Ability to Function in Emergency Situations

Miller Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)³ and the Missouri Code of State Regulations. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery reserve that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites and has a maintenance program in place as described in section 4 CSR 240-32.060 of the Missouri Code of State Regulations.

³ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

Miller Telephone Company

Response to Line 610 - Ability to Function in Emergency Situations

Miller Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Missouri Code of State Regulations. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery reserve that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites and has a maintenance program in place as described in section 4 CSR 240-32.060 of the Missouri Code of State Regulations.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

Miller Telephone Company**Rates, Terms and Conditions for Lifeline Service****(Response to Form 481, Line 1210)**

Local exchange service rates and charges as specified below are for basic local exchange service, bundled services and facilities only. The rates for other ancillary services not specifically shown below are presented in Miller Telephone Company's tariff(s) on file with the Missouri Public Service Commission. Unless otherwise specified, the rates and charges quoted below are for a period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates⁽¹⁾⁽²⁾:

Exchange Name	R-1 Rate	Res. EAS Charge
Miller	\$ 14.00	\$ -

⁽¹⁾ Above listed fees do not include mandatory taxes, fees and surcharges, including, but not limited to Missouri Universal Service Fund charges, 9-1-1 fees, and municipal franchise fees.

⁽²⁾ Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

Miller Telephone Company

Missouri P.S.C. Tariff No. 5
General Exchange Tariff
Section 3
1st Revised Sheet 3
Cancels Original Sheet 3

5. State aid to blind persons pursuant to Section 209.240 RSMo
6. State supplemental payments pursuant to Section 208.030 RSMo or Section 660.100.2 RSMo 2000.

C. Support Amount

Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amount approved by the Missouri P.S.C. The amount of state discounts for any customer will not exceed the recurring charges for essential local telecommunications services.

3.3 Lifeline Service

3.31. General Regulations

- A. Lifeline service is available to qualifying low-income subscribers for single-party residence service.
- B. The monthly discount will be the maximum amount allowed by the Missouri Public Service Commission and the Federal Communications Commission; however, this discount will not exceed the sum of the federal subscriber line charge and the recurring charges for voice telephony service. The monthly discount will be the same for Lifeline customers solely subscribing to voice telephony service and for Lifeline customers subscribing to a bundle of services.
- C. Lifeline will not be furnished on a Foreign Exchange service.
- D. Lifeline service shall not be disconnected for non-payment of toll charges.
- E. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purposes of lifeline service will restrict 1+, 0+ and 0- (operator handled) calls.
 - a. If the customer chooses "toll blocking" the company will not charge a service deposit.
 - b. Toll blocking is offered to Lifeline subscribers at no charge.

(T)
|
(T)
(D)

(M)

*Indicates new rate or text
+Indicates change

Issued: March 27, 2012

Debbie Choate, General Manager
Miller Telephone Company
213 E. Main Street, P.O. Box 7
Miller, MO 65707

Effective: Apr. 26, 2012

Filed
Missouri Public
Service Commission
JI-2012-0519

Miller Telephone Company

Missouri P.S.C. Tariff No. 5
General Exchange Tariff
Section 3
1st Revised Sheet 4
Cancels Original Sheet 4

LOCAL EXCHANGE SERVICE

3.32 Eligibility Requirements

(M)

A. An applicant must meet all of the following criteria in order to qualify for Lifeline Service.

1. To qualify for Lifeline the consumer must participate in one of the following programs:

- a) Mo HealthNet (f/k/a Medicaid)
- b) Food stamps
- c) Supplemental Security Income (SSI)
- d) Federal Public Housing Assistance or Section 8
- e) Low Income Home Energy Assistance Program
- f) National School Free Lunch Program
- g) Temporary Assistance for Needy Families, or
- h) The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (effective June 1, 2012).

(T)
(T)
(T)
(T)
(T)
(T)
(T)
(N)
(N)

2. The customer must sign, under penalty of perjury a document certifying:

- a. He/she is receiving benefits from one of the programs in 1.a. above.
- b. Name of the program(s) from which they are receiving benefits.
- c. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

3. The premises at which the residence service is requested must be the applicant's principal place of residence.

4. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

B. If the Company discovers that conditions exist that disqualify the recipient of Lifeline service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline service commenced or the date the recipient no longer qualified for the service, not to exceed 12 months.

(D)

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Debbie Choate, General Manager
Miller Telephone Company
213 E. Main Street, P.O. Box 7
Miller, MO 65707

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Missouri P.S.C. Tariff No. 5
General Exchange Tariff
Section 3
3rd Revised Sheet 1
Cancels 2nd Revised Sheet 1

3. LOCAL SERVICES

3.1 Local Exchange Telephone Service - Basic Service Rates

These rates apply to all subscribers of the Company. This rate covers the provision of network access to a local customer location, and entitles the customer to local calls (without toll charge) to all local stations connected to a central office of the exchange, or to all local extended local service area where comprised of more than one exchange.

The following rates apply to all customers for basic local exchange service.

	<u>Monthly Rate</u>	
Business Access Line	\$19.00	(I)
Residence Access Line	\$14.00	(I)
Payphone Access Line	\$14.00	

3.2 Missouri Universal Service Fund

The Company assesses a surcharge fee for funding of the Missouri Universal Service Fund. The amount of the fee may vary as determined by the Missouri P.S.C. The surcharge will appear as a separate line item on the customer's bill identified as "Missouri Universal Service Fund" and will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues as identified at 4 CSR 240-31.010(12).

3.21 Low-Income Assistance

A. General

A low-income customer is any customer who requests or received residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.

B. Regulations

Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

- 1) Mo HealthNet (f/k/a Medicaid)
- 2) Food Stamps
- 3) Supplemental Security Income (SSI)
- 4) Federal Public Housing Assistance or Section 8
- 5) Low Income Home Energy Assistance Program
- 6) National School Free Lunch Program
- 7) Temporary Assistance for Needy Families, or
- 8) The customer's income, as defined in 47 CFR §54.400(f), is at or below 135% of the Federal Poverty Guideline (effective June 1, 2012).

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Stephanie Hill, General Manager
Miller Telephone Company
213 E. Main Street, P.O. Box 7
Miller, MO 65707

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3.11 Bundles or Packages of Services

All bundles include a regulated access line and certain regulated calling features and/or certain non regulated services. They are available to any new or existing residential customer. Customers who cancel their bundle or any part of the bundle, shall forfeit eligibility for rates under these bundles. All customers must pre-subscribe their Intralata and Interlata long distance service to Miller Telephone Company or a Miller Telephone Company affiliate.

1.	Telecommunications Bundle 1	Rates	
	Includes Residential Access Line and Unlimited Call Plan (direct-dialed, domestic calls only).	\$34.95	(l)
2.	Telecommunications Bundle 2		
	Includes Residential Access Line, Unlimited Call Plan (direct-dialed, domestic calls only) and Caller ID Feature Package.	\$44.95	(l)
3.	Telecommunications Bundle 3		
	Includes Residential Access Line and Unlimited Call Plan (direct-dialed, domestic calls only) when purchased in conjunction with any Broadband Internet Service provided by Miller Telephone Company.	\$31.95	(l)
4.	Telecommunications Bundle 4		
	Includes Residential Access Line, Unlimited Call Plan (direct-dialed, domestic calls only) and Caller ID Feature Package when purchased in conjunction with any Broadband Internet Service provided by Miller Telephone Company.	\$39.95	(l)

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REDACTED – FOR PUBLIC INSPECTION

MILLER TELEPHONE COMPANY (SAC 421920)

ATTACHMENT - LINE 3026

ATTACHMENT REDACTED IN ENTIRETY